



## Things You Need to Know Before Renting a Limousine:

### 10 Tips for a Smooth Ride

Are you planning to rent a limousine for a wedding, wine tasting, prom, or other special occasion? The California Public Utilities Commission (CPUC) wants to share these 10 tips to help plan a smooth limousine ride:

1. Do your research and shop around for the best service to fit your needs.
2. Ask the service provider what the maximum passenger count is and what is the hourly cost.
3. Make sure the service is licensed – Call the CPUC at 1-800-649-7570, email us at [licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov) or visit the online [Transportation Carrier Portal](#).
4. Call the CPUC or visit us online to ensure that the company you may be renting from has up to date liability insurance. (Owner/Operators with no employees are not required to carry workers' compensation insurance.)
5. Ask for a quote or contract agreement that outlines the terms of hiring the service that includes: terms, costs, deposit amount, refund policy, pick-up/drop-off times, and locations specific to size of vehicle, services, and gratuities expected. This will help to ensure that you receive services requested and promised by the company and clarify any questions from the onset.
6. Ask the company to share an example of the type of vehicle you will be renting.
7. Be certain the charter-party carrier (TCP) number is displayed on the limousine – that tells you that the company is registered with the CPUC. Verify that the TCP number is accurate by checking with the CPUC.
8. Remember that alcohol is not allowed in limousines carrying passengers under 21 years of age. If the driver is transporting only minors and discovers alcohol in the car, the driver is required to return the passengers to their original pick-up location.
9. Prearrangement with a limousine company is required, unlike taxi service.
10. Keep all receipts!

### For More Information:



VISIT:

[www.cpuc.ca.gov/transportation](http://www.cpuc.ca.gov/transportation)



EMAIL: CPUC's Transportation Licensing and Analysis Branch at [licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov).

### Safety Oversight

The CPUC regulates and provides safety oversight over for-hire “passenger carriers” such as limousines, airport shuttles, charter and scheduled bus operators, and Transportation Network Companies. If you encounter a safety problem or have concerns about safety with the passenger carrier service, you can file an anonymous complaint with us at [www.cpuc.ca.gov/carriercomplaint](http://www.cpuc.ca.gov/carriercomplaint).



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